

Weekly Workshops

Self-Care

Enhancing Health & Wellbeing

*Improved Daily
Living
NDIS Line Item
15-042-0128-1-3*

I give permission for Art of Meaning Pty Ltd, ABN 67 463 223 185, NDIS Provider 4050010379, to make an 18 hour service booking for a total of \$936.90 for attendance at the Self-Care, Enhancing Health & Wellbeing Program– commencing April 16th, 2021 ending May 21st, 2021 – Six weekly workshops 3 hours each week.

Name:

Contact:

NDIS #:

DOB:

Plan manager:

Plan start date:

End Date:

Participant/Representative Signature:

Coordinator Name & Contact:

The Service Agreement is made between the Participant and Provider
Art of Meaning Pty Ltd ABN 674 632 231 85

Art of Meaning Pty Ltd – Louise Parker

This Service Agreement is made for the purpose of providing supports under the participant's NDIS plan and is made in the spirit of the NDIS, which is to:

choice and control in the pursuit of their goals and the planning and delivery of their supports

support the independence and social and economic participation of people with disability, and

enable people with a disability to exercise

The Participant's NDIS plan is expected to remain in effect during the period the supports are provided.

What Can the Participant expect from Art of Meaning?

Art of Meaning agrees to:

Treat the Participant with courtesy and respect.

Work with the Participant to provide supports in a manner that suits their needs.

Consult the Participant on decisions and how supports are provided.

Communicate openly and honestly and in a timely manner.

Listen to the Participant's feedback and resolve problems quickly.

Notify the Participant about the process for managing complaints or disagreements.

Keep clear, timely and accurate records on the supports provided.

Protect the Participant's privacy and confidential information in accordance with legislation and the *Art of Meaning policy* which can be found on our website www.artofmeaning.com.au

Provide supports consistent with all relevant laws including the *National Disability Insurance Scheme Act 2013 and rules*, and the *Australian Consumer Law*.

Where possible, give the Participant a minimum of 24 hours' notice if Art of Meaning has to change a scheduled appointment to provide supports and, if notice is not provided, the conditions in '*Changes to this Agreement*' will apply.

Give the Participant the required notice if Art of Meaning needs to end the Service Agreement as per the information in '*Ending this Agreement*'.

What is the Participant required to do?

The Participant agrees to:

Work cooperatively with Art of Meaning to ensure that services and supports are delivered to meet my needs.

Treat Art of Meaning and those involved in the delivery of my supports with courtesy and respect.

Notify Art of Meaning of any changes to my situation that I expect will have an impact on this Agreement.

Discuss with Art of Meaning any concerns I have about the services or supports being provided.

Where possible, give Art of Meaning 24 hours' notice if I cannot make a scheduled appointment. If notice is not provided, the conditions in '*Changes to this Agreement*' will apply.

to cease this Agreement. See *'Ending this Agreement'*

Notify Art of Meaning immediately if my NDIS plan is suspended or replaced by a new NDIS plan or I stop being a participant in the NDIS.

Allow Art of Meaning to access to my complete NDIS plan

Ending the Agreement

Should either party wish to end this Service Agreement they must give *1-week* notice. If either party seriously breaches this Service Agreement the requirement of notice will be waived.

Making changes to this Agreement?

If the Participant or Art of Meaning need to change when or how supports are to be provided both parties agree to give 48 hours' notice where possible. If changes to the supports or delivery of supports are required, the Parties agree to discuss and review the Service Agreement. The Parties agree that any changes to this Service Agreement will be in writing, signed and dated by the Parties. In the event the participant fails, without notice, to keep the scheduled arrangement Art of Meaning will make every effort to contact the participant to determine if there is a problem. If no unforeseen circumstance, then a cancellation fee of 90% of the scheduled weekly fee will apply (\$140.55).

What is the process for providing feedback or making a complaint?

If the Participant is not happy with the provision of supports and wishes to make a complaint, the Participant can contact the National Disability Agency by calling 1800 800 110, visiting one of their offices in person, or visiting www.ndis.gov.au for further information.

Goods and services tax (GST):

For the purposes of GST legislation, the Parties confirm that:

A supply of supports under this Service Agreement is a supply of one or more of the reasonable and necessary supports specified in the statement included, under subsection 33(2) of the *National Disability Insurance Scheme Act 2013* (NDIS Act), in the Participant's NDIS plan currently in effect under section 37 of the NDIS Act.

For the purposes of GST legislation, we confirm that most supports provided under the NDIS will not include GST, however GST will apply to some supports and it is the responsibility of CCPC to check whether GST does or does not apply to specific supports.

www.artofmeaning.com.au
telephone: 0439 696 111
Art of Meaning Pty Ltd